

Customer Service Standards

This document explains the standards you can expect from us.

We offer a friendly, accessible and professional service, where trained staff are ready to help with your enquiry.

However you contact us, we aim to:

- be welcoming, fair, responsive and courteous
- actively listen to customers and use feedback to meet your needs and improve our services and products
- have professional, well-informed staff, who take pride in what they do
- let you know what we can provide and what you should expect
- get it right for customers and do the best job we can
- make sure everyone has easy, equal access to our services
- communicate in plain language and avoid jargon
- be honest with you regarding our action, and
- respect your right to privacy and confidentiality.

When you visit us we will:

- be welcoming and friendly
- be competent, professional, efficient and polite
- make sure our reception areas are accessible, clean and tidy
- have information about services available and display our opening hours
- help you with your query or we will arrange an appointment
- have an interpreter or other support if needed (this may require an appointment), and
- let you know if there will be a delay in seeing you and explain why.

When you call us we will:

- answer your call promptly
- aim to answer your enquiry there and then
- if we cannot answer your enquiry or transfer you to the right person straight away, we will take your details and ask someone to contact you
- when returning your calls, staff will clearly state their first name, their section and their reason for calling
- we will ensure that an up to date voicemail message is recorded, and
- advise you how you can access our services online.

If you write to us (by letter or email) we will:

- send an acknowledgement to say we have received your email or letter
- tell you who is dealing with your correspondence and ensure you have their contact details

- ensure that if we are out of the office an appropriate out of the office message is recorded.

Online

You can access most of our services and products online 24 hours a day. When you self-serve, we aim to:

- ensure our website and online processes are clear, quick and easy to use
- make sure all information on our website is up to date
- use your feedback to consider improvements we can make to our website
- process your query online and aim to resolve it as soon as possible
- provide first step assistance to people less confident in accessing our online services.

If something goes wrong:

- please tell us so we can put things right for you and to ensure it doesn't happen again
- if you raise a complaint, we will investigate it according to our complaints procedure [Comments, compliments and complaints](#)

What do we ask of you?

- please give us as much information as you can so we can help you more efficiently
- that you treat our staff politely and with respect – we will not tolerate abuse or violence towards our staff, and
- if you have had a good or bad experience with us, please let us know so we can pass on the compliment or work to improve our service.

For further information contact:

Lisa Grove
Service Manager – Customer Services and Transformation
Lisa.Grove@westsuffolk.gov.uk

Version

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